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Anne Vachon Dougherty 3/28/06
Signature & Date

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of : March 28, 2006
K. Cieliebak, et al : Group Art No.: 3624
Serial No. 09/699,262 : Examiner: J. Patel
Filed: October 27, 2000 : IBM Corporation
Title: PORTFOLIO THEORY METHOD
OF MANAGING OPERATIONAL
RISK WITH RESPECT TO NETWORK
SERVICE-LEVEL AGREEMENTS Anne Vachon Dougherty
3173 Cedar Road
Yorktown Hts, N.Y. 10598

AMENDMENT

Commissioner for Patents
Sir:

In response to the Office Action dated November 29, 2005 for the above-identified patent application, Applicants submit a Request for Continued Examination (RCE), a Petition for Extension of Time, and the following:

Amendments to the claims as reflected in the Listing of Claims which begins on page 2; and

Remarks/Arguments which begin on page 5.